

**WAUKESHA CHILD SUPPORT  
STRATEGIC GOALS FOR 2010-2011**

**Retain and develop a high quality workforce**

Train new employees on Steven Covey and effective communications

**Managing resources with fiscal prudence**

Continue with green initiatives

- \* duplex copying and printing
- \* use second chance paper for printing
- \* educate staff and innovate on ways to reduce paper usage
- \* scan all incoming mail to create electronic files
- \* eliminate paper copies of orders received from Clerk of Courts on IVD cases

**Innovate and seek continuous quality improvement**

- \* Remain actively involved at the State level regarding development of new policies
- \* Remain actively involved in legislative actions re: program funding

**Manage resources with fiscal prudence**

- \* Meet all our federal performance goals to ensure maximum funding
- \* Continue to develop interstate unit
- \* Expand our call center to include other counties
- \* Search for additional ways to maximize revenue (cost collections, MSL, other)